

Calls - MultiLine

Last Modified on 05/28/2024 8:08 am EDT

Calling in MultiLine

ios

Read on to learn about making calls from the MultiLine iOS and Android mobile applications.

Overview

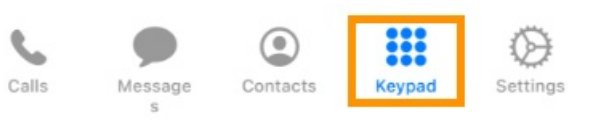
There are multiple ways to place a call in MultiLine: from the **Keypad**, from the **Recents** tab, and from your **Contacts** list. You can also place calls by clicking on phone number links.

Before you start

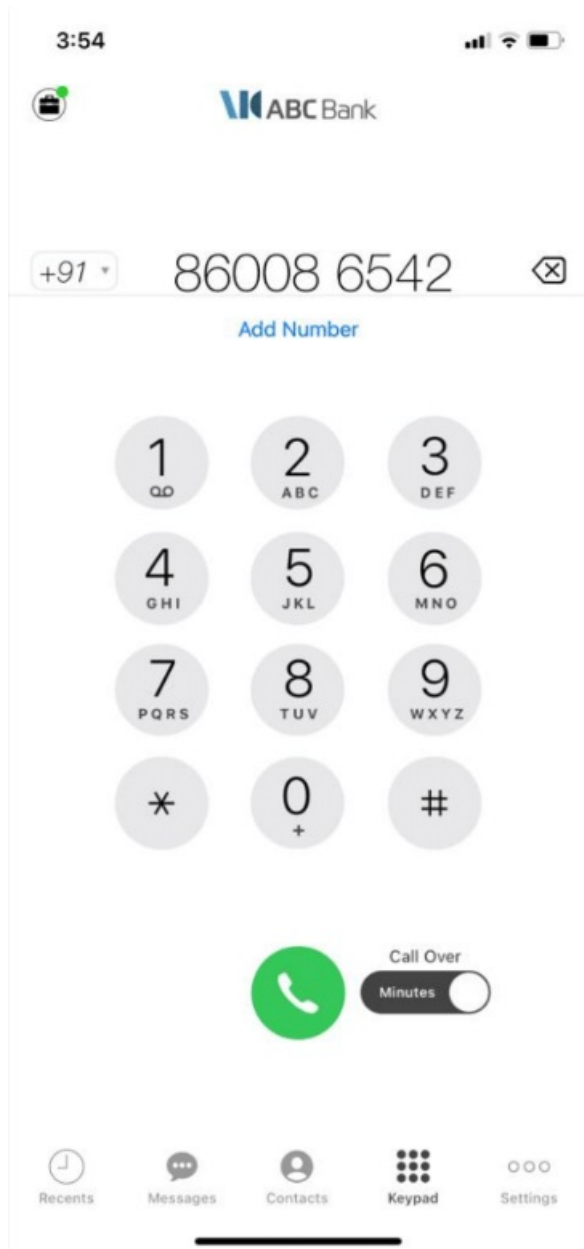
- Your organization will customize the look and feel of your MultiLine app. Therefore, screens presented in these instructions may differ visually from your version of MultiLine.
- Your organization may enable or disable certain functions, including:
 - Calling, Data/Minutes mode, or WiFi calling
 - Call forwarding or Call handling
 - Call recording
- If you have questions about what functions are enabled, contact your IT group for assistance.

Make a Call from the Keypad

1. Tap **Keypad** in the navigation bar at the bottom of your screen (iOS)



2. Begin dialing the number in the field at the top of the dial pad *Note: tap the country code to change it*

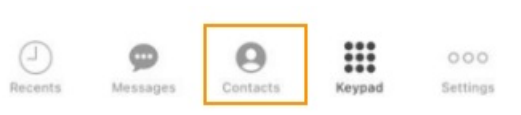


- If you see the toggle, you can choose whether to [make the call over Data or Minutes](https://help.moviuscorp.com/help/understanding-your-call-settings) by tapping the toggle



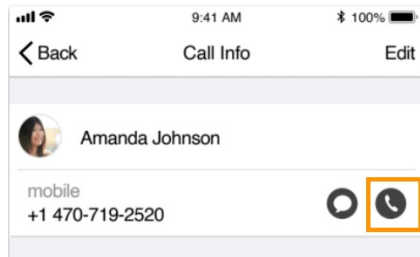
Make a call from Contacts

- Go to your **Contacts** tab in the navigation bar at the bottom of your screen



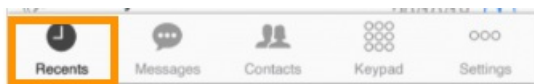
- Tap a contact.

3. Tap the phone icon to make the call.

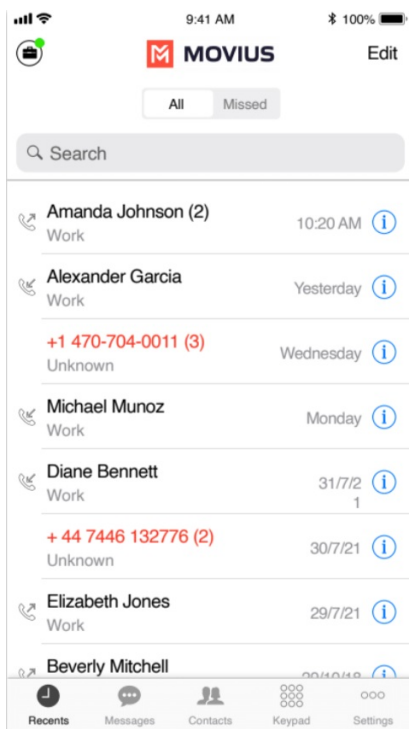


Call someone back from Recents

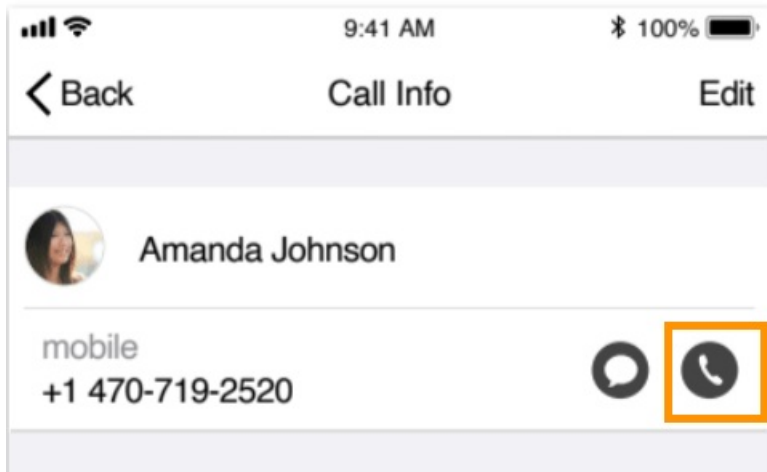
1. Go to your **Recents** tab in the navigation bar at the bottom of your screen



2. Tap on the blue "i" icon to reveal details about that call



3. Tap the call icon



Android

Read on to learn about making calls from the MultiLine Android mobile applications.

Overview

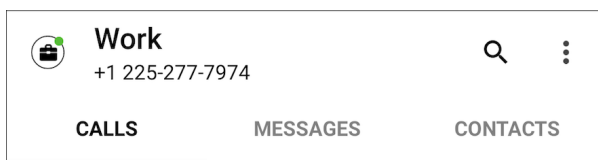
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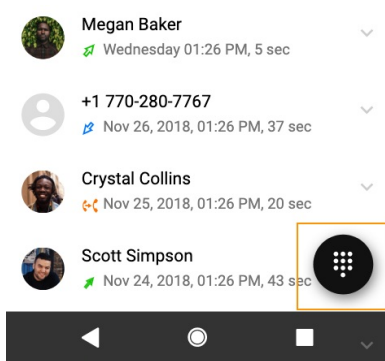
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Make a Call from the Keypad

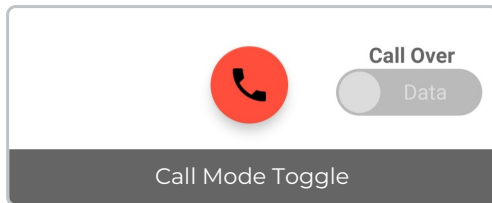
1. Go to the **Calls** tab.



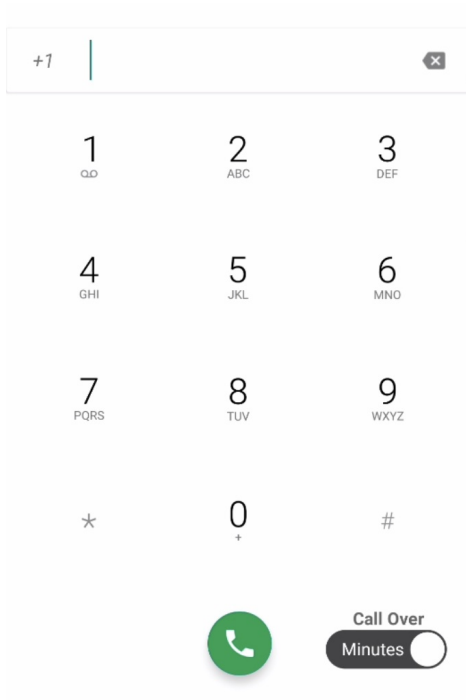
2. Tap the Keypad icon on the bottom right (Android)



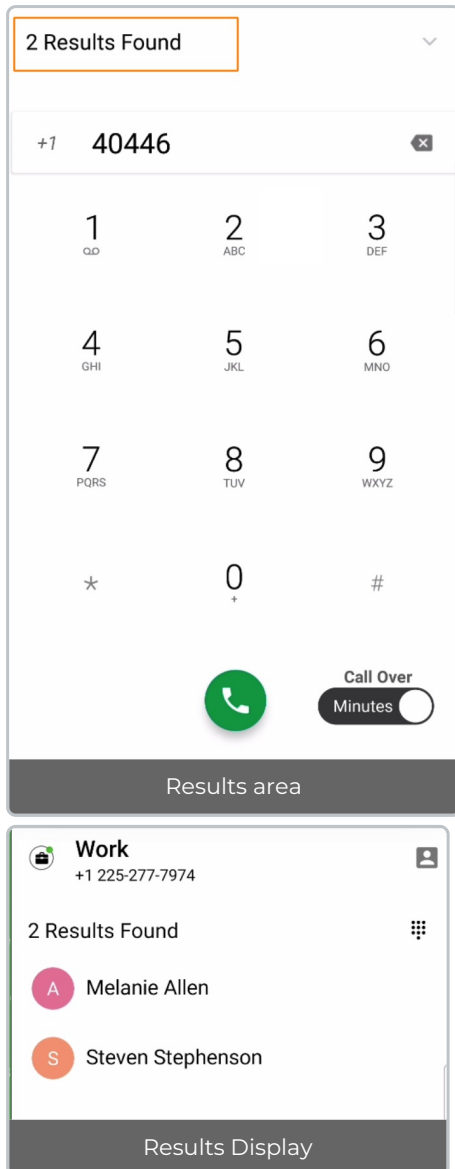
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- Begin dialing the number in the field at the top of the dial pad *Note: tap the country code to change it*

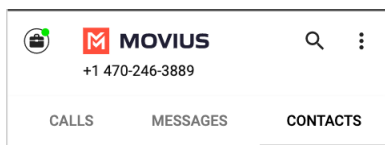


- Tap the **Results** area to view matches and select someone to dial from your Contacts.

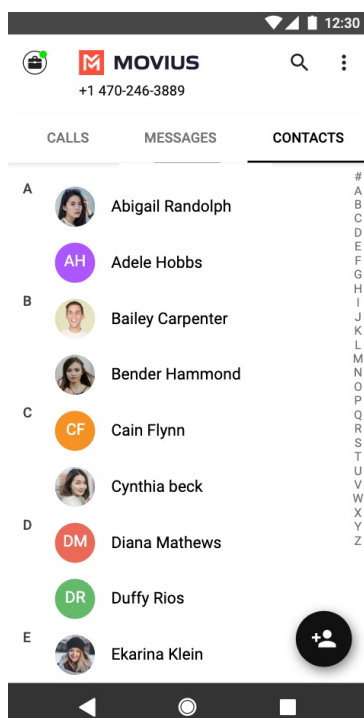


Make a call from Contacts

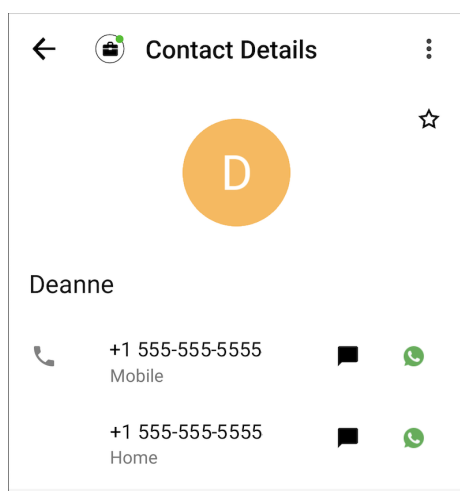
1. Go to your **Contacts** tab at the top of your screen.



2. Tap a Contact.

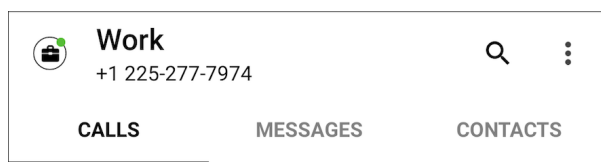


3. Tap the contact to access Contact details and tap on the phone number to call.

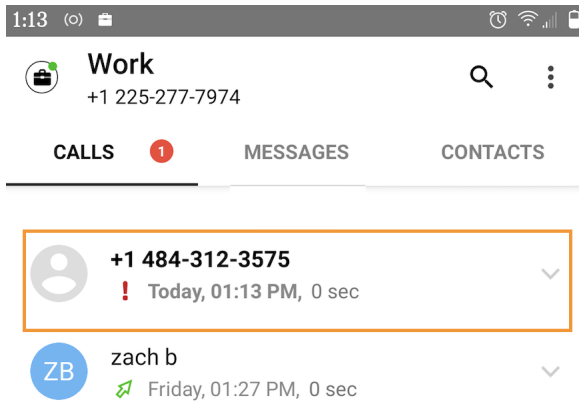


Call someone back from Recents

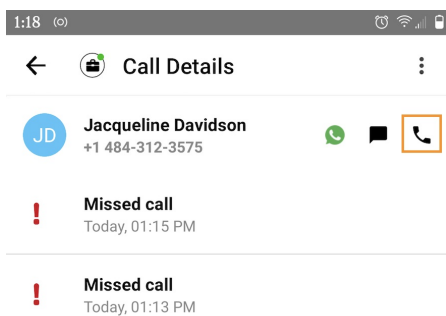
1. Go to your **Calls** tab.



2. Double-tap on the call you want to call back.



You can also call by tapping the down arrow, and then **Call Details** screen. Tap the **Phone** icon to call.



Desktop

Read on to learn about calling in MultiLine Desktop.

Overview

MultiLine Desktop supports 1:1 voice calls. You can also place a call on hold and switch between them.

How to use Desktop Calling

Making a call

There are multiple ways to make calls in MultiLine Desktop.

Note

- You must grant MultiLine Desktop permission to use your microphone and speakers to make calls.
- Your organization must allow calling for you to make calls from MultiLine Desktop.

Calls Screen

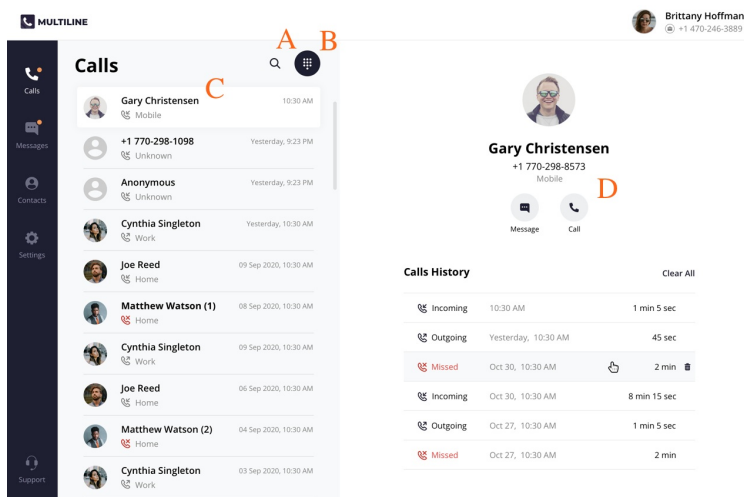
The first time you go to the **Calls** screen, click the **Make a Call** button to place your first call.



Your contacts are waiting to hear from you! Click **Make a Call** to begin dialing a number.

Make a Call

After you place your first call, your list of recent calls will appear on the **Call logs** screen.



1. Use the **Search** icon to search your recent Calls.
2. Use the **Dialer** icon to bring up the Dialer screen.
3. Clicking a **Call log** will display the call history and contact information, if available. For a saved Contact clicking on the **Contact name** or **Contact picture** will take you to the specific **Contact detail** page.
4. You can easily call or message a contact again from this screen by clicking the **Call** and **Message** icons.

Dialer Screen


From the dialer, you can manually dial a number or enter the first or last name of a contact to pull up their number.

TIP:

- You can click the numbers or use your keyboard.
- When dialing numbers, please make sure to include the international country code even when placing domestic calls.

Note:

- Dynamic search will only display saved contacts, it doesn't search the GAL. See Search and Store Contacts from GAL.
- You must type at least three numbers or three letters of a contact's first or last name to activate the dynamic search.

 +1

Enter Name or Number

1
QW

2
ABC

3
DEF

4
GHI

5
JKL

6
MNO

7
PQRS


8
TUV

9
WXYZ

*

0
+

#



Entering a number:

 +1

770|



**Anthony Miller**
+1 770-298-1123

**Frances Brooks**
+1 770-298-8573

**Jacob Johnson**
+1 770-110-1919

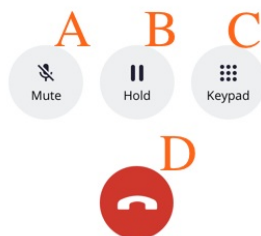
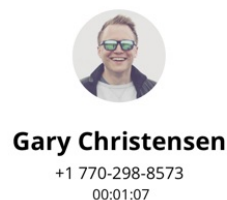
Entering a name:



Complete dialing the number, or select the contact, then click the **Start Call**  button.

In-Call Screen

The **In-Call** screen will appear when someone you call answers the call, or you answer a call from someone else.



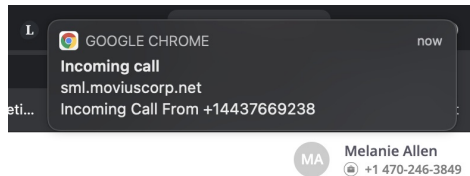
1. Use **Mute** to cut off your microphone. You can hear the other caller, but they can't hear you. Press it again to turn your microphone back on.
2. Use **Hold** to suspend the call. The call will not be disconnected, but neither party will be able to hear the other party during the hold. Press it again to end the hold.
3. Open the **Keypad** to dial numbers.
4. Use the **End Call** button to end the call.

Accept or reject incoming calls

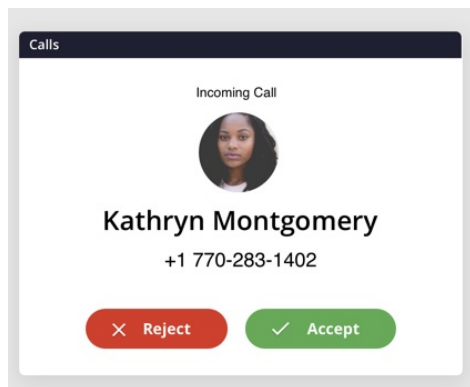
Your incoming call screen and notifications may appear differently depending on what you're doing.

Incoming Call Notifications and Screens

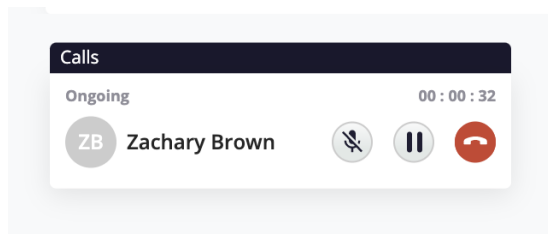
Whether you're on the MultiLine Desktop tab or window, the ringtone will play and a visual notification will display when you receive an incoming call.



If the caller is in your contacts, you'll see their contact information on the incoming call screen and options to **Reject** and **Accept**. Clicking **Reject** will send the user to your voicemail, and **Accept** will answer the call.

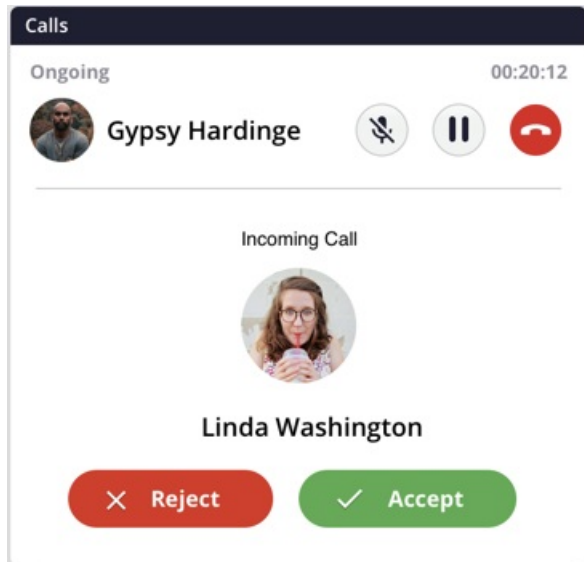


As you move through screens on MultiLine Desktop when you're on a call, the call window will follow. You can move it by clicking and dragging.



If you receive another incoming call, your option to accept or reject the incoming call will appear below your ongoing call. If you accept a call while on a call, this will automatically put the person you're currently talking to on hold.

A window will appear with the two calls. From this screen you can swap calls, and perform other actions.



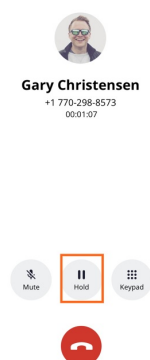
Not hearing the incoming call tone?

Many web users were bothered by nuisance audio coming from web sites that automatically play when a page is loaded, such as that from videos and advertisements. To address this, Chrome and Safari browsers added a feature that blocks audio by default from web pages if the page or tab is refreshed, but not clicked on by the user.

Therefore, if you haven't accessed the MultiLine Desktop tab since the last time it refreshed (for example, if you closed and restarted chrome and loaded your tabs from the previous session) the ringing sound will be blocked. However, you'll still be able to see the visual notification of the incoming call.

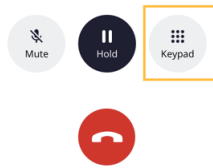
To unblock the ringtone from being played, open the tab where MultiLine Desktop has recently refreshed and click anywhere within the MultiLine Desktop application and this should ensure that the ring sound will play.

Place a call on hold



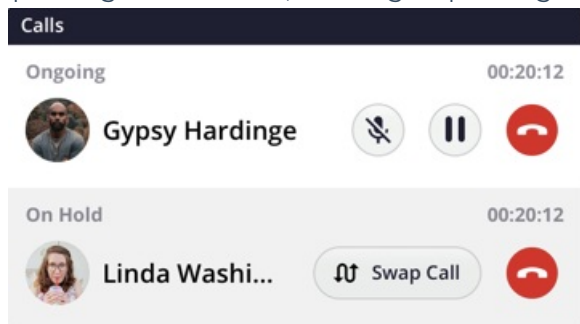
Click the **Hold** button to put the call on hold.

After putting the call on hold, you can dial a number by clicking the Keypad.



When you have two ongoing calls, your ongoing call window will display the information of the two parties. You can only speak to one party at a time the other will be placed on hold.

You will see the **Mute** icon, **Hold** icon, and **End Call** icon for the party you are speaking with. You will see the **Swap Call** icon for the party on hold. Click the **Swap Call** icon to put the party you're speaking with on hold, and begin speaking to the other party.



Use the **Call Settings** menu in the mobile app MultiLine Settings menu to set in MultiLine Desktop.

Teams

Read on to learn about making MultiLine calls in Microsoft Teams.

Overview

If your organization is using MultiLine for Microsoft Teams, you can make and receive calls to your MultiLine number directly within Microsoft Teams.

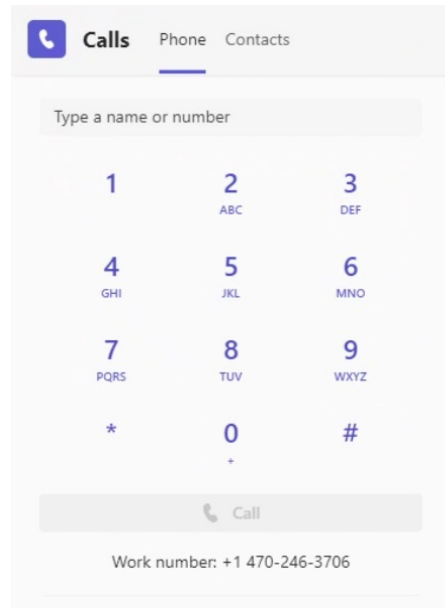
Before you start

- MultiLine Voice for Microsoft Teams is not available by default; your organization has to set it up for you to use it.

MultiLine Calling in Teams

You'll begin your call using the normal calling feature in Teams. The interface is mostly the same except you will have the MultiLine dialer available.

1. Go to the **Calls** tab.
2. Begin typing a name or number into the dialer.



- As you type, matches from your contacts may appear. *For more information on adding Contacts in Microsoft Teams, see [View or Add Contacts in Teams \[External Link\]](https://support.microsoft.com/en-us/office/view-or-add-contacts-in-teams-4828b70a-0194-4272-9895-cfa9468273cf#:~:text=To%20add%20someone%20to%20speed,below%20their%20name.))* ([https://support.microsoft.com/en-us/office/view-or-add-contacts-in-teams-4828b70a-0194-4272-9895-cfa9468273cf#:~:text=To%20add%20someone%20to%20speed,below%20their%20name.\)](https://support.microsoft.com/en-us/office/view-or-add-contacts-in-teams-4828b70a-0194-4272-9895-cfa9468273cf#:~:text=To%20add%20someone%20to%20speed,below%20their%20name.))).

